

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: North Carolina

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Procedures for Scheduling and Conduct of Standard Surveys

The State has in effect the following procedures for the scheduling and conduct of standard surveys to assure that it has taken all reasonable steps to avoid giving notice.

All Survey Agency staff are trained in accordance with, and individually issued, Appendix P, Survey Procedures for Long Term Care Facilities, which states "Do not announce SNF/NF survey. The Life Safety Code survey must not precede the survey of resident care requirements."

Survey schedules are developed, documented and distributed within the agency as "confidential" and "nondisclosable." All surveyor agency staff are informed in their orientation that any form of disclosure of survey schedules will subject the employee to monetary fine and termination of employment. Staff is furthermore instructed to report immediately to the Section Chief any suspected discrepancies. The policy for "unannounced" surveys is reviewed periodically in staff meetings. Life Safety Code surveys are conducted after the standard survey has been completed. Surveyors do not divulge the nature of their business when making lodging/travel arrangements nor are families of surveyors allowed to contact surveyors on-site. All calls are routed through the State Agency.

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Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

The Certification Section of Division of Facility Services is in the process of:

- a. Developing and implementing a Q.A. program targeting LTC that
 - : is managed by the Q.A. Officer
 - : is based on the HCFA On Site Performance and Training Survey (OSPATS) module to include on-site process and end line review
 - : receives input from QLI - QIT 4; members of the team and/or designees in Q.A. surveillance
 - : provides Q.A. findings and consultation to Section Management
 - : incorporates Q.A. findings into Training needs assessment
 - : provides Technical Assistance to managers and surveyors as on request or as directed by Section Chief
- b. Developing retrieval system from existing Quality Control units to collect and utilize Q.C. data in the Q.A. program.

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